

# COLORADO ARMY NATIONAL GUARD EXCEPTED TECHNICIAN

## VACANCY ANNOUNCEMENT NUMBER

**TVA #10-013-1**

### INDEFINITE

**POSITION TITLE, SERIES & GRADE:** Information Technology Specialist (CUSTSPT), GS-2210-09/11 **PDCN: 90037000**

**OPENING DATE:** 4 February 2010

**SALARY:** GS-09 \$55,279 To \$71,857

**CLOSING DATE:** 3 March 2010

GS-11 \$61,853 To \$80,406 **(Per Annual)**

**(Step 01)**

**(Step 10)**

**AREA OF CONSIDERATION:** Limited to current enlisted members and Warrant Officers of the Colorado Army National Guard (COARNG).

**MAX MILITARY GRADE:** CW2 and E-9/CSM

**MIN MILITARY GRADE:** WO1 and E-1/PVT

NOTE: Grade inversion within the full-time workforce is not permitted. The military grade must not exceed that of the selecting supervisor listed below. Higher graded applicants may be considered but the final decision is the responsibility of the selecting supervisor with HRO concurrence.

**COMPATIBLE MILITARY ASSIGNMENT:** **WMOS: 250N, 251A** **EMOS: 25B/U/Y/Z**

Note: Applicant does not need to possess this MOS but must obtain it within one year of hire. If not obtained within one year, it may be grounds for removal without appeal.

**SELECTING SUPERVISOR:** CW3 Shelly Brooks

Telephone: 720-250-1110 / DSN: 250-1110

**LOCATION OF POSITION:** This position is based out of DCSIM, JFHQ-CO, Centennial, CO

**NOTES:** 1. PCS funds are NOT available.

2. Must provide military rank, date of birth, social security number, and TVA# on resume. Also submit the OF 306 (Declaration of Federal Employment).
3. Be advised that if selected for a military technician position where membership in a reserve component is a condition of employment, your bonus will be terminated and may or may not be subject to recoupment. Questions pertaining to recoupment may be directed to the State Incentives manager at 720-250-1337.
4. A Secret security clearance is required for this position. Must submit a current JPAS printout to JFHQ-CO/Recruitment and Placement prior to hiring date as proof of Secret clearance or interim clearance. If selectee does not have the above clearance, he/she must contact the Security Specialist at 720-250-1322.
5. This position is INDEFINITE and may terminate at anytime given a 30 day notice. This position is vice a mobilized soldier.

**SPECIALIZED EXPERIENCE:** Specialized experience will be used to determine qualifications for the announced position. Please provide From and To dates (mm/yy) with description of Specialized Experience.

**For the GS-09:** Candidates must have **24 months** of specialized experience that demonstrated knowledge of computer requirements and techniques in carrying out project assignments consisting of several related tasks, such as typically is the case in development of minor modifications to parts of a system on the basis of detailed specifications provided. The assignments must have shown completion of the following, or the equivalent:

- Analysis of the interrelationships of pertinent components of the system
- Planning the sequence of actions necessary to accomplish the assignment
- Personal responsibility for at least a segment of the overall project

**For the GS-11:** Candidates must have **36 months** of specialized experience that demonstrated accomplishment of computer project assignments that required a range of computer requirements and techniques. For example, assignments would show, on the basis of general design criteria provided, experience in developing modifications to parts of a system that required significant revisions in the logic or techniques used in the original development. Accomplishments, in addition to those noted for the GS-09 level, normally involve the following, or the equivalent:

- Knowledge of the customary approaches, techniques, and requirements appropriate to assigned computer applications area or computer specialty area in an organization
- Planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls.
- Adaptation of guidelines or precedents to the needs of the assignment.

**KNOWLEDGES, SKILLS AND ABILITIES (KSAs):** In the event there are more than 10 certified applicants, the following KSA's will be used to determine the best qualified applicants from which selection will be made. Provide From and To dates (mm/yy) specifying the specialized experience.

1. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations involving the delivery of a full range of customer support services to all serviced organizations.
2. Knowledge of network configuration techniques, computer equipment, and assigned system software to determine source of failures.
3. Knowledge of current state-of-the art system software to include operating systems as well as functional application software.
4. Skill in providing staff advice, planning, user assistance/training and evaluation services and functions within each specialty area.
5. Knowledge of a wide variety of applications, operating systems, protocols, and equipment used in customer organizations, and methods and practices for troubleshooting, recovering, adjusting, modifying, and improving current computer systems throughout the state and troubleshooting techniques for all hardware and peripherals.
6. Knowledge of sophisticated diagnostic software and test equipment and devices necessary to identify, isolate, and correct system faults and conflicts.
7. Knowledge or experience with .Net and cascading Style Sheets (CSS).
8. Knowledge or experience in programming Languages. Description of what languages you have programmed in.

**SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE:** College transcripts must be provided in order to be considered. At the GS-09 level, a master or equivalent graduate degree or 2 full years of progressively higher level graduate level education leading to such a degree. At the GS-11 level, a Ph.D. or equivalent, or three years of progressively higher level graduate education leading to such a degree. Major Study: computer science, information science, information systems management, mathematics, statistics, operations research, or engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

**POSITION DESCRIPTION INFORMATION:** The purpose of this position is to serve as the primary interface between the incumbent's assigned organization and all information systems customers associated with the C4 mission. Serves as a technical expert on all supported automated systems utilized throughout the state. Develops and maintains the customer service database for all service requests. Performs intensive collection and analysis of data from the customer service database to create trend reports, performance reports, and future requirements for all areas of Information Management. Researches trends and patterns to implement new or improved communications methods and procedures. Conducts site surveys for information systems designed to verify adequacy of network operations and ensure customer needs are met. Installs and maintains hardware devices supporting a broad range of information systems employing multiple network and local operating systems and highly sophisticated client server software. Installs and configures workstation or network operating systems and applications software on a wide range of configurable information systems devices. Performs operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device, or network conflicts. Performs other duties as assigned.

Please see "Instructions for Applying" for a complete and comprehensive application for the Colorado National Guard, attached to this announcement.

## **APPLICATION INSTRUCTIONS AND GENERAL INFORMATION:**

When this announcement closes, each application will be qualified and rated. "Qualified" means that we will compare your experience with a standardized set of qualification criteria (Specialized Experience) for the particular position being announced. "Rated" means, if there is more than one grade listed on this announcement, you will be found qualified at one of those grades according to the number of months experience you have listed (see first page under "SPECIALIZED EXPERIENCE"). If your application is found qualified, it will be rated accordingly and your application will be forwarded to the selecting supervisor. If found not qualified, you will receive a letter indicating that you were "not qualified" and the reason(s) why. You, the applicant, are responsible for the completion and turn-in of your application, all contents, and attachments. *Incomplete applications will be considered "Not Qualified" because of lack of information.* The HRO is not responsible to inform you that your packet is incomplete. When the qualification records are completed for the selecting supervisor, the decision is final. **YOU MUST REVIEW THE CONTENTS OF THIS INSTRUCTION SHEET TO COMPLETE YOUR APPLICATION PROPERLY.**

### **At a minimum, your packet must include the following information:**

- A typed or neatly printed summary of your employment history (a resume, OF 612, or any other format you choose) is required.
- Announcement number and title of the position for which you are applying.
- Your full name, mailing address, appropriate phone numbers, Social Security Number and date of birth.
- Your military grade, unit of assignment, and AFSC. List your National Guard (weekend duties) separately from your other job experiences. List your position, military grade, supervisor, phone numbers, dates you have held each job and a detailed duty description.
- A detailed narrative of your work experiences (paid or unpaid), training, education, and/or other information that relates to the specialized experience stated on the vacancy announcement. Use complete dates, from and to (mm/yy), to indicate each amount of experience you have. Include pertinent military experiences and describe duties in detail. You may use continuation pages to include all related experience. Ensure that both military and civilian experiences are fully described, to include time frames.
- If you have completed any college courses, include copies of your college transcripts with the application.
- DO NOT use Appraisals or Appraisal Standards as proof of your experience. Do not include copies of military appraisals.
- **WRITE A SUMMARY OF EACH KSA (including from and to dates for each KSA) TO EXPLAIN HOW YOU QUALIFY IN CASE THERE IS MORE THAN TEN APPLICANTS.**
- List all pertinent military schools and training completed. You may include your certificates of completion and any special licenses.
- Optional Form (OF) 306, Declaration Federal Employment, must be attached to your application.
- STAPLE all documents together in one package. DO NOT use binders, folders or notebooks when you turn in your application.
- **Please sign and date application.**
- The application must be received in the HRO not later than close of business (1630 hours) on the closing date. NOTE: HRO is closed on Mondays.

**SUBMIT YOUR APPLICATIONS TO: Human Resources Office  
ATTN: HRO-Staffing Section  
6848 South Revere Parkway  
Centennial, CO 80112-6709**

**POC's: SSG Mike Martinez 720-250-1166 / DSN 250-1166 OR SPC Leonard Hill 720-250-1434 / DSN 250-1434**

**You may also fax your complete application to: 720-250-1169 or DSN 250-1169. The HRO is not responsible for incomplete faxes. Please contact HRO to ensure that your fax arrived and was complete.**

**You may also email applications to [michael.martinez15@us.army.mil](mailto:michael.martinez15@us.army.mil) or [leonard.j.hill@us.army.mil](mailto:leonard.j.hill@us.army.mil)**

**You are welcome to contact the HRO office for review of your application to ensure proper format for the announced vacancy prior to closing date. POC's for applications are SSG Mike Martinez @ 720-250-1166 OR Capt Malona Cavanaugh @ 720-250-1162.**

**NOTES:** 1. All employees must participate in Direct Deposit/Electronic Fund Transfer.

Applications of non-selected applicants **will not be returned, and will NOT be filed in the Official Personnel File (OPF).** Should a position be announced at less than the authorized grade (Trainee), the selected applicant may be promoted when he/she meets all qualifications and is submitted by the supervisor.

**IF YOU ARE SELECTED FOR THE POSITION:** The selecting supervisor is responsible to notify you that you were selected for the position, and should inform you what to do next. You will receive a letter in the mail from an HRO representative informing you of your hire date and in-processing date, and whom to contact with your questions.

**IF YOU ARE NOT SELECTED FOR THE POSITION,** the selecting supervisor is responsible to inform you that you were not selected. He/she is allowed to tell you who the actual selectee was, but is not allowed to discuss other applicants' qualifications with you. The selecting supervisor is allowed, if you ask him/her, to advise you of ways to improve your interview techniques or your application in order to enhance your opportunities for future vacancies. HRO Staffing section is available to give advice on how to build a better application.

**EXPLANATION:** An EXCEPTED position is exempt from normal procedures used in hiring for Federal Civil Service in that applicants are neither formally tested nor obtained from a register. EXCEPTED Technicians, during the course of employment, will receive the same benefits as all other Federal employees, including coverage under the Civil Service Retirement System or Federal Employees Retirement System. EXCEPTED Technicians are required to wear appropriate military uniform, and must become active members of the Colorado National Guard. An INDEFINITE may terminate at anytime given a 30 day notice.

**THE COLORADO NATIONAL GUARD IS AN EEO EMPLOYER:** all applicants will be considered without regard to race, color, religion, national origin, age, sex, non-disqualifying physical handicap, except when the applicant involved is ineligible to become a member of the Army or Air National Guard because of regulatory restriction on age or sex (EXCEPTED positions only). All announcements must be posted on all unit/office bulletin boards, in a public area, until the closing date, at which time they may be filed or destroyed.

Also see the HRO Colorado National Guard Web Site at <http://www.coloradoguard.army.mil/hro/hro.html>.